

**FCC Form 481 - Carrier Annual Reporting
Data Collection Form**

 FCC Form 481
 OMB Control No. 3060-0986/OMB Control No. 3060-0819
 July 2013

<010> Study Area Code	411780
<015> Study Area Name	HAVILAND TEL CO
<020> Program Year	2014
<030> Contact Name: Person USAC should contact with questions about this data	Lori Larsh
<035> Contact Telephone Number: Number of the person identified in data line <030>	620-862-3220
<039> Contact Email Address: Email of the person identified in data line <030>	llarsh@havilandtelco.com

ANNUAL REPORTING FOR ALL CARRIERS		54.313 Completion Required	54.422 Completion Required
		(check box when complete)	
<100> Service Quality Improvement Reporting	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<200> Outage Reporting (voice)	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<210> <input checked="" type="checkbox"/> <-- check box if no outages to report			
<300> Unfulfilled Service Requests (voice)	0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<310> Detail on Attempts (voice)	411780ks310 (attach descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<320> Unfulfilled Service Requests (broadband)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<330> Detail on Attempts (broadband)	(attach descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<400> Number of Complaints per 1,000 customers (voice)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<410> Fixed	0.0		
<420> Mobile	0.0		
<430> Number of Complaints per 1,000 customers (broadband)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<440> Fixed	0.0		
<450> Mobile	0.0		
<500> Service Quality Standards & Consumer Protection Rules Compliance	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<510> 411780ks510	(attached descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<600> Functionality in Emergency Situations	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<610> 411780ks610	(attached descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<700> Company Price Offerings (voice)	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<710> Company Price Offerings (broadband)	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<800> Operating Companies and Affiliates	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<900> Tribal Land Offerings (Y/N)? <input type="radio"/> <input checked="" type="radio"/>	(if yes, complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1000> Voice Services Rate Comparability	(check to indicate certification)	<input type="checkbox"/>	<input type="checkbox"/>
<1010>	(attach descriptive document)	<input type="checkbox"/>	<input type="checkbox"/>
<1100> Terrestrial Backhaul (Y/N)? <input checked="" type="radio"/> <input type="radio"/>	(if not, check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1110>	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1200> Terms and Condition for Lifeline Customers	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Price Cap Carriers, Proceed to Price Cap Additional Documentation Worksheet

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

<2000>	(check to indicate certification)	<input type="checkbox"/>	<input type="checkbox"/>
<2005>	(complete attached worksheet)	<input type="checkbox"/>	<input type="checkbox"/>

Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet

<3000>	(check to indicate certification)	<input type="checkbox"/>	<input type="checkbox"/>
<3005>	(complete attached worksheet)	<input type="checkbox"/>	<input type="checkbox"/>

File name: 411780ks310.pdf

Haviland Telephone Company, Inc.
Line 310 – Unfulfilled Voice Telephony Service Requests Resolution

As required in 47 C.F.R. § 54.313(a)(3), the following provides the Company's status on providing service to potential customers in 2012:

There were no unfulfilled service requests in 2012 in the service area in which the Company is designated as an ETC so no further documentation is required.

Haviland Telephone Company, Inc.

Compliance with Service Quality Standards and Consumer Protection

As required in 47 C.F.R. § 54.313(a)(5) for High-cost Recipients, the following is a detailed description of how the Company complies with Service Quality Standards and Consumer Protection Rules.

SERVICE QUALITY STANDARDS: The Company abides by the State Commission's requirements for service quality. All required reporting is done with the Company in full compliance of the service quality standard requirements shown in Exhibit A.

CONSUMER PROTECTION RULES:

The Company developed and implemented a Customer Proprietary Network Information ("CPNI") Compliance Manual and has appointed a CPNI Compliance Officer. Annually, the Company requires all employees to certify that they have reviewed and understand the CPNI Compliance Manual and that they understand that any violation of the Company's CPNI procedures may result in disciplinary action up to and including dismissal. The Company files an annual report with the Federal Communications Commission ("FCC") certifying compliance with the FCC's CPNI rules.

The Company also developed and implemented an Identity Theft Prevention Program Manual and has appointed a Red Flag Coordinator. Annually, the Company requires all employees certify that they have reviewed and understand the Identity Theft Prevention Program Manual. Further, employees must certify that they understand that any violation of the Company's identity theft prevention procedures may result in disciplinary action up to and including dismissal.

TITLE

INSERT STATE QUALITY OF SERVICE RULES HERE

THE STATE COMMISSION OF THE STATE OF KANSAS

Before Commissioners: Timothy E. McKee, Chair Susan M. Seltsam John Wine

In the Matter of a General Investigation)in to Universal Service, Docket No. 191,206-
UTelecommunications Infrastructure, and Quality of Service.

ORDER

NOW, the above-captioned matter comes for consideration and determination
before the State Corporation Commission of the State of Kansas (Commission).
Having examined its files and records, and being duly advised in the premises, the
Commission finds as follows:

I. Background

1. On August 11, 1994, the Commission issued an Order opening the above-captioned general investigation into universal service, telecommunications infrastructure modernization and quality of service.
2. On February 5, 1996, Commission staff (Staff) filed a Motion to Consolidate Issues from Docket No. 191,206-U into the Competition Docket, Docket ^{190,492-u}. On April 4, 1996, the Commission granted Staff's motion by consolidating all issues from the above-captioned docket, except the 'quality of service issue, into Docket 190,492-U. Because the quality of service issue involves

many technical and reporting issues, the Commission determined it should remain in the above-captioned docket.

3. On May 17, 1996, Senate Substitute for Substitute for House Bill No. 2718 (1996 Kansas Act) was signed into law. Section 3(l) of the 1996 Kansas Act requires the Commission to "initiate and complete a proceeding to establish

. minimum quality of service standards which will be equally applicable to all local

exchange carriers and telecommunications carriers in the state" not later than January 1, 1997. The 1996 Kansas Act provides for fines between \$100 and \$5,000 for each quality of service violation.

4. On October 2, 1996, the Commission issued an order requesting

comments from facilities-based interexchange carriers regarding how to carry-out

House Bill 2728's quality of service provision.

5. On November 12, 1996, Southwestern Bell Telephone Company (SWBT) filed a Motion for Leave to file comments in this docket.

. 6. On November 15, 1996, the Commission granted SWBT's's Motion for Leave to file comments.

7. On December 4, 1996, the Commission received a memorandum from Staff summarizing the comments received from AT&T Communications of the Southwest, Inc. (AT&T), MCI, and SWBT. AT&T stated "quality of service standards" should be required only if competitive market forces do not exist. MCI stated "interexchange carriers are currently subjected to the most rigorous quality of service standards imposed by the marketplace -customer choice." SWBT stated

“customer choice is the most effective quality assurance plan for monitoring telecommunications in Kansas.”

II. Discussion

8. Staff agreed with respondents' comments regarding the market's effect on quality of service. Staff stated customers may presently obtain interexchange service from a multitude of interLATA interexchange carriers. Staff also stated Section 6(a) of the 1996 Kansas Act requires that by July 1998, 100% of access lines be equipped for equal access service. Staff noted that as of December 1, 1996, close to 100% of the access lines in Kansas were equipped for equal access service. Staff also stated interLATA interexchange carriers have been price deregulated for several years and quality of service has been consistently high as evidenced by the low number of service quality complaints received by the Commission since 1990. Staff also stated the FCC imposes no quality of service standards on interexchange carriers because competition among providers has insured customers receive high quality service. Staff also stated that a majority of service problems occur in either the originating or terminating local exchange carrier's networks and that recently established quality of service standards for local exchange carriers will monitor such problems.

9. To comply with the 1996 Kansas Act's directive to establish **minimum** quality of service standards, Staff proposed that the following quality assurance standards be established: (1) that interLATA interexchange carriers provide reasonably sufficient and efficient service to their customers as indicated by not

more than four bona fide quality of service complaints received by the Commission in a rolling twelve month period; (2) that upon receipt of more than four such complaints in a rolling twelve month period, the Commission will initiate a service investigation that may result in the imposition of fines, in accordance with Section 3(l) of the 1996 Kansas Act. Staff also proposed that telecommunications carriers that perform local exchange carrier (LEC) functions be subject to the LEC quality of service standards for that part of their network.

III. Findings & Conclusions

10. The Commission finds and concludes that Staffs recommendation is reasonable. The Commission finds that competition among interLATA interexchange carriers has resulted in high service quality. The Commission also finds and concludes that a majority of all service problems occur in either the originating or terminating local exchange carrier's networks and that recently established quality of service standards for local exchange carriers will monitor such problems. The Commission also finds and concludes that Staffs quality of service standards for interLATA interexchange carriers are reasonable. The Commission finds that interLATA interexchange carriers should provide reasonably sufficient and efficient service to their customers as indicated by not more than four bona fide quality of service complaints received by the Commission in a rolling twelve month period. The Commission further finds and concludes that upon receipt of more than four such complaints per year, the Commission shall initiate a service investigation that may result in the imposition of fines, in accordance with Section

3(l) of the 1996 Kansas Act. The Commission also finds and concludes that telecommunications carriers that perform local exchange carrier (LEC) functions will be subject to the LEC quality of service standards for that portion of their network.

IT IS, THEREFORE, BY THE COMMISSION ORDERED THAT: Quality of service standards for all interLATA interexchange carriers are established as set forth above. Any party may file a petition for reconsideration of this order within fifteen days of the date this order is served. If service is by mail, service is complete upon >

mailing and three days may be added to the above time frame. The Commission retains jurisdiction over the subject matter and the parties

for the purpose of entering such further order or orders as it may deem necessary. BY THE COMMISSION IT IS SO ORDERED.

ed DEC McKee, Chr.; Seltsam, Corn.; Wine, Corn. **ORDER**

McCONNELL
DIRECTOR

MD

MAILED 3

Haviland Telephone Company, Inc.
Line 610 – Functionality in Emergency Situations

As required in 47 C.F.R. § 54.313(a)(6) for all high cost recipients, which includes the Company, and as set forth in 47 C.F.R. § 54.202(a)(2), the following provides a detailed description demonstrating that the Company has the ability to remain functional in emergency situations, including a demonstration that 1) it has a reasonable amount of back-up power to ensure functionality without an external power source, 2) is able to reroute traffic around damaged facilities, and 3) is capable of managing traffic spikes resulting from emergency situations.

OVERALL RESPONSE TO EMERGENCY SITUATIONS: The Company has a comprehensive disaster recovery plan (also called a “continuity plan”) that was developed and implemented for the Company specifically to deal with emergencies. It has detailed, specific steps that are to be taken for each type of emergency.

POWER: In order to function in an emergency, the Company has a combination of batteries and emergency generators. Some locations have permanent emergency generators with fuel tanks; whereas, other locations require a portable generator to be brought to the location to recharge the on-site batteries. The company owns several portable generators that technicians can take out to recharge the batteries. For example, the company’s central offices have automatic stand-by generators to run the entire offices. The digital loop carrier (“DLC”) sites also have battery back-up.

REROUTING TRAFFIC AND REDUNDANCY: The Company has established 100% redundant E-911 trunks and SS-7 routes. In addition, the network was designed with redundancy, wherever possible, especially in the backbone network. Where it is not redundant, the Company has the ability to redirect most backbone traffic. In cases where there is no redundancy, it is due to the extreme cost of a 100% redundant network. For example, the loop to the customer location is typically not redundant, especially for residential customers. This is because it would not be cost effective to build totally separate facilities for the “last mile” to the customer.

MANAGING TRAFFIC SPIKES: The Company realizes that when a catastrophe happens, everyone immediately tries to contact friends and family to make certain they are all right. The Company has designed the network to have excess capacity on its backbone network. For example, on Mother’s Day, the company handles traffic without the customer receiving the “All Trunks Busy” message which demonstrates the Company’s ability to handle peak traffic spikes.

**(100) Service Quality Improvement Reporting
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	411780
<015>	Study Area Name	HAVILAND TEL CO
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Lori Larsh
<035>	Contact Telephone Number - Number of person identified in data line <030>	620-862-3220
<039>	Contact Email Address - Email Address of person identified in data line <030>	llarsh@havilandtelco.com
<110>	Has your company received its ETC certification from the FCC?	(yes / no) <input type="radio"/> <input checked="" type="radio"/>
<111>	If your answer to Line <110> is yes, do you have an existing §54.202(a) "5 year plan" filed with the FCC?	(yes / no) <input type="radio"/> <input type="radio"/>

If your answer to Line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.

- <112> Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.

Name of Attached Document (.pdf)

Please check these boxes below to confirm that the attached PDF, on line 112, contains a progress report on its five-year service quality improvement plan pursuant to § 54.202(a). The information shall be submitted at the wire center level or census block as appropriate.

- <113> Maps detailing progress towards meeting plan targets
 <114> Report how much universal service (USF) support was received
 <115> How (USF) was used to improve service quality
 <116> How (USF) was used to improve service coverage
 <117> How (USF) was used to improve service capacity
 <118> Provide an explanation of network improvement targets not met in the prior calendar year.

<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>

(200) Service Outage Reporting (Voice)
Data Collection Form

FCC Form 481
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<039>	Contact Email Address - Email Address of person identified in data line <030>	llarsh@havilandtelco.com

[illegible]

OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<701> Residential Local Service Charge Effective Date
<702> Single State-wide Residential Local Service Charge

[illegible]

<010>	Study Area Code	411780
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<030>	Contact Name - Person USAC should contact regarding this data	Lori Larsh
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(800) Operating Companies**Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

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<035>	Contact Telephone Number - Number of person identified in data line <030>	620-862-3220
<039>	Contact Email Address - Email Address of person identified in data line <030>	llarsh@havilandtelco.com
<810>	Reporting Carrier	Haviland Telephone Company, Inc.
<811>	Holding Company	LICT Corporation
<812>	Operating Company	Haviland Telephone Company, Inc.

<813>	<a1>	<a2>	<a3>
	Affiliates	SAC	Doing Business As Company or Brand Designation
	BRETTON WOODS TELEPHONE COMPANY, INC.	120038	Bretton Woods, World Surfer
	CASSADAGA TELEPHONE COMPANY	150076	Cassadaga, DFT, Netsync, DFT Communications
	DUNKIRK & FREDONIA TELEPHONE COMPANY	150091	Dunkirk & Fredonia Telephone, DFT, Netsync, DFT Communications
	UPPER PENINSULA TELEPHONE COMPANY	310732	Michigan Broadband Services, UPTC, MCBC, Alphacomm.net
	MICHIGAN CENTRAL BROADBAND COMPANY	310785	Michigan Broadband Services, MCBC, Alphacomm.net
	BELMONT TELEPHONE COMPANY	330847	Belmont, LaGrant Connections, LLC
	CUBA CITY TELEPHONE EXCHANGE COMPANY	330872	Cuba City, LaGrant Connections, LLC
	CENTRAL SCOTT TELEPHONE COMPANY	351125	Central Scott
	CST COMMUNICATIONS, INC.	359032	CST Communications, iWireless
	INTERCOMMUNITY TELEPHONE COMPANY	381616	InterCommunity
	HAVILAND TELEPHONE COMPANY, INC.	411780	Haviland, Giant Communications, Inc.
	J. B. N. TELEPHONE COMPANY, INC.	411785	J.B.N., Giant Communications, Inc.
	WESTERN NEW MEXICO TELEPHONE COMPANY, INC.	492268	WNM Communications
	CENTRAL UTAH TEL INC	502277	CentraCom Interactive
	SKYLINE TELECOM	502283	CentraCom Interactive
	BEAR LAKE COMM	503032	CentraCom Interactive
	CAL-ORE TELEPHONE COMPANY	542311	Cal-Ore
	Giant Communications, Inc.		Giant
	Alpha Enterprises Limited, Inc.		Alphacomm.net
	World Surfer, Inc.		World Surfer
	Netsync Internet Services Corporation		Netsync
	Valley Communications, Inc.		Valley
	Central Telcom Services, LLC		CentraCom Interactive

(800) Operating Companies Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<810>	Reporting Carrier	Haviland Telephone Company, Inc.
<811>	Holding Company	LICT Corporation
<812>	Operating Company	Haviland Telephone Company, Inc.

[illegible]

**(900) Tribal Lands Reporting
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

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<020>	Program Year	2014
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<035>	Contact Telephone Number - Number of person identified in data line <030>	620-862-3220
<039>	Contact Email Address - Email Address of person identified in data line <030>	llarsh@havilandtelco.com

<910> Tribal Land(s) on which ETC Serves

<920> Tribal Government Engagement Obligation

Name of Attached Document (.pdf)

If your company serves Tribal lands, please select (Yes, No, NA) for each these boxes to confirm the status described on the attached PDF, on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

- <921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions;
- <922> Feasibility and sustainability planning;
- <923> Marketing services in a culturally sensitive manner;
- <924> Compliance with Rights of way processes
- <925> Compliance with Land Use permitting requirements
- <926> Compliance with Facilities Siting rules
- <927> Compliance with Environmental Review processes
- <928> Compliance with Cultural Preservation review processes
- <929> Compliance with Tribal Business and Licensing requirements.

Select (Yes, No, NA)

**(1100) No Terrestrial Backhaul Reporting
Data Collection Form**

 FCC Form 481
 OMB Control No. 3060-0986/OMB Control No. 3060-0819
 July 2013

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<035>	Contact Telephone Number - Number of person identified in data line <030>	620-862-3220
<039>	Contact Email Address - Email Address of person identified in data line <030>	llarsh@havilandtelco.com

Please check this box to confirm no terrestrial backhaul
 <1120> options exist within the supported area pursuant to § 54.313(G)

☐

Please check this box to confirm the reporting carrier offers
 <1130> broadband service of at least 1 Mbps downstream and 256 kbps
 upstream within the supported area pursuant to § 54.313(G)

☒

(1200) Terms and Condition for Lifeline Customers**Lifeline****Data Collection Form**

FCC Form 481

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<039>	Contact Email Address - Email Address of person identified in data line <030>	llarsh@havilandtelco.com

<1210> Terms & Conditions of Voice Telephony Lifeline Plans

411780ks1210

Name of attached document (.pdf)

<1220> Link to Public Website

HTTP

<http://portal.havilandtelco.com/lifeline>

"Please check these boxes below to confirm that the attached PDF, on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

- <1221> Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers, ☒
- <1222> Details on the number of minutes provided as part of the plan, ☒
- <1223> Additional charges for toll calls, and rates for each such plan. ☒

Haviland Telephone Company Lifeline Terms and Conditions

The Lifeline Service Program (Lifeline), sponsored by the FCC is a program designed to maintain and preserve universal service by providing a reduction in the price of basic residential exchange service to qualifying low-income customers. The Company's voice lifeline plan includes unlimited local minutes-of-use within the toll-free calling area. The Company's voice lifeline plan does not include any free minutes-of-use for toll.

A. GENERAL

1. Lifeline is a federally funded reduction of basic local residential service. The Federal credit amount (CR) provided to Lifeline subscribers will be the maximum amount authorized by the FCC.
 - a. Lifeline customers will also receive additional Lifeline Service reductions in intrastate local service of \$7.77.
 - b. In no event shall the Local Exchange access service rate be reduced below zero.
2. Local service for Lifeline customers may not be disconnected for nonpayment of toll charges.
 - a. Toll Restriction Service will be provided to Lifeline customers at no charge.
 - b. Lifeline customers are not required to accept Toll Restriction Service as a condition to avoid disconnection of local service for non-payment of toll.
 - c. Lifeline customers are not required to pay a deposit in order to obtain local service if the customer voluntarily elects installation of Toll Restriction Service.
3. Partial payment from Lifeline customers will be applied first to local service charges and then to toll charges.
4. Lifeline customers will not be denied reestablishment of service on the basis that the customer was previously disconnected for non-payment of toll charges.
5. Lifeline will not be furnished on a Foreign Exchange service arrangement.

B. ELIGIBILITY REQUIREMENTS

1. Lifeline will be provided for on (1) telephone line per household, at the customer's principal place of residence who have only on local exchange access line to his/her residential premises or dwelling place.* Verification of this requirement will be through self-certification.
2. Show that he/she is currently a recipient of benefits from one of the following public assistance programs:
 - Federal Public Housing Assistance/Section 8
 - Low Income Home Energy Assistance Program (LIHEAP)
 - Supplemental Nutrition Assistance Program
 - General Assistance
 - Supplemental Security Income (SSI)
 - Temporary Assistance to Needy Families (TAR)
 - Medicaid
 - Food Distribution Program
 - Free School Lunch Program
 - Individuals living on tribal land receiving:
 - Food Distribution Program
 - Bureau of Indian Affairs General Assistance
 - Tribally administered Temporary Assistance for Needy Families (TANF)
 - Head Start (tribal programs for only those meeting it's income qualifying standard)
 - Tribally administered Free School Lunch ProgramIndividuals choosing this option must obtain and provide to the Telephone Company a copy of a valid identification card or the appropriate documents that are issued to them by the agency administering the program.
3. Income Eligibility
A customer shall be eligible for the Lifeline Service Program if that customer's household annual income level is at or below 150% of the federal poverty level. Such customers may obtain a form from the Telephone Company suitable for self-certification of income level and provide the completed form to the Company to begin service under the program. Proof of income is required. Acceptable documentation may include the prior years federal, state, or tribal tax return, or other forms of income certification. Customers should contact the Company for specific details.
4. Certification
The customer will certify eligibility for Lifeline Service. Recertification is required annually or at any

time the qualifying criteria for the customer changes.

Recipients of Lifeline Service must notify the Telephone Company when they no longer qualify for Lifeline Service. Upon receipt of the notification, the Telephone Company will discontinue Lifeline Service.

If the Telephone Company discovers that conditions exist that disqualify the recipient of Lifeline Service, local service will be billed at the full rate. The customer will be billed retroactively either to the date Lifeline Service commenced or the date the recipient no longer qualified for the service, not to exceed twelve (12) months.

*A residential premises or dwelling place is that location where a customer resides, even if such residential premises or dwelling place is only a single room. Lifeline will not be provided if the customer has access to other local exchange telephone service within the residential premises or dwelling place, provided/owned by himself/herself or owned/provided by others. However, it can be determined by the Telephone Company that access to other existing local exchange telephone service owned/provided by others is virtually denied, or is inaccessible to the customer, then Lifeline Service will be provided.

(2000) Price Cap Carrier Additional Documentation**Data Collection Form***Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers*

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July 2013

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<035>	Contact Telephone Number - Number of person identified in data line <030>	620-862-3220
<039>	Contact Email Address - Email Address of person identified in data line <030>	llarsh@havilandtelco.com

CHECK the boxes below to note compliance as a recipient of Incremental Connect America Phase I support, frozen High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e) the information reported on this form and in the documents attached below is accurate.

Incremental Connect America Phase I reporting

- <2010> 2nd Year Certification {47 CFR § 54.313(b)(1)}
- <2011> 3rd Year Certification {47 CFR § 54.313(b)(2)}

☐
☐
Price Cap Carrier Receiving Frozen Support Certification {47 CFR § 54.312(a)}

- <2012> 2013 Frozen Support Certification
- <2013> 2014 Frozen Support Certification
- <2014> 2015 Frozen Support Certification
- <2015> 2016 and future Frozen Support Certification

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Price Cap Carrier Connect America ICC Support {47 CFR § 54.313(d)}

- <2016> Certification Support Used to Build Broadband

☐
Connect America Phase II Reporting {47 CFR § 54.313(e)}

- <2017> 3rd year Broadband Service Certification
- <2018> 5th year Broadband Service Certification
- <2019> Interim Progress Certification
- <2020> Please check the box to confirm that the attached PDF, on line 2021, contains the required information pursuant to § 54.313 (e)(3)(iii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.
- <2021> Interim Progress Community Anchor Institutions

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Name of Attached Document Listing Required Information

<010>	Study Area Code	411780
<015>	Study Area Name	HAVILAND TEL CO
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Lori Larsh
<035>	Contact Telephone Number - Number of person identified in data line <030>	620-862-3220
<039>	Contact Email Address - Email Address of person identified in data line <030>	llarsh@havilandtelco.com

Progress Report on 5 Year Plan

- | (3026) | Attach the worksheet listing required information | Name of Attached Document Listing Required Information |
|--------|---|--|
| | | |

**Certification - Reporting Carrier
Data Collection Form**

 FCC Form 481
 OMB Control No. 3060-0986/OMB Control No. 3060-0819
 July 2013

<010>	Study Area Code	411780
<015>	Study Area Name	HAVILAND TEL CO
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Lori Larsh
<035>	Contact Telephone Number - Number of person identified in data line <030>	620-862-3220
<039>	Contact Email Address - Email Address of person identified in data line <030>	llarsh@havilandtelco.com

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier:	HAVILAND TEL CO
Signature of Authorized Officer:	CERTIFIED ONLINE
	Date
Printed name of Authorized Officer:	
Title or position of Authorized Officer:	
Telephone number of Authorized Officer:	
Study Area Code of Reporting Carrier:	411780
Filing Due Date for this form:	10/15/2013
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Certification - Agent / Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	411780
<015> Study Area Name	HAVILAND TEL CO
<020> Program Year	2014
<030> Contact Name - Person USAC should contact regarding this data	Lori Larsh
<035> Contact Telephone Number - Number of person identified in data line <030>	620-862-3220
<039> Contact Email Address - Email Address of person identified in data line <030>	llarsh@havilandtelco.com

TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I certify that (Name of Agent) _____ is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.	
Name of Authorized Agent: _____	
Name of Reporting Carrier: HAVILAND TEL CO	
Signature of Authorized Officer: CERTIFIED ONLINE	Date: _____
Printed name of Authorized Officer: _____	
Title or position of Authorized Officer: _____	
Telephone number of Authorized Officer: _____	
Study Area Code of Reporting Carrier: 411780	Filing Due Date for this form: 10/15/2013
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

TO BE COMPLETED BY THE AUTHORIZED AGENT:

Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate.	
Name of Reporting Carrier: HAVILAND TEL CO	
Name of Authorized Agent or Employee of Agent: _____	
Signature of Authorized Agent or Employee of Agent: CERTIFIED ONLINE	Date: _____
Printed name of Authorized Agent or Employee of Agent: _____	
Title or position of Authorized Agent or Employee of Agent: _____	
Telephone number of Authorized Agent or Employee of Agent: _____	
Study Area Code of Reporting Carrier: 411780	Filing Due Date for this form: 10/15/2013
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Attachments